INFORMATION SERVICES DEPARTMENT
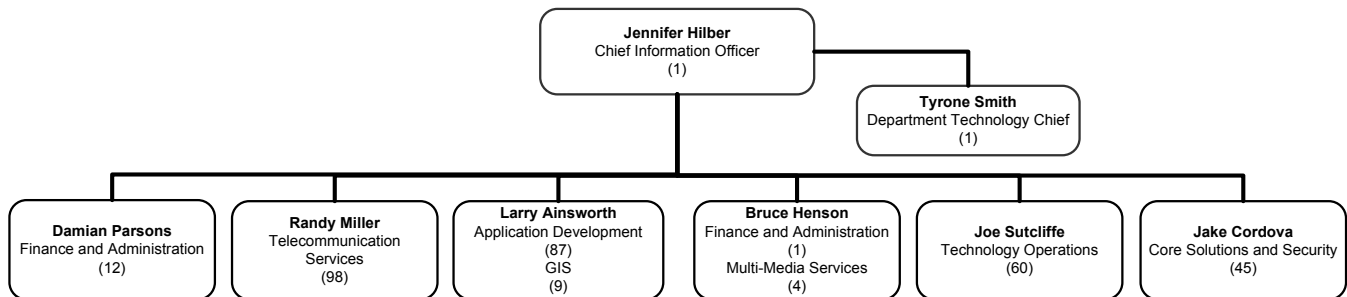## Jennifer Hilber

DEPARTMENT MISSION STATEMENT

The Information Services Department provides contemporary, innovative, secure and accessible technology in computer, media and communication services in the most cost effective manner, enabling departments and agencies to accomplish the mission of San Bernardino County.

ORGANIZATIONAL CHART

Jennifer Hilber
Chief Information Officer
(1)

Tyrone Smith
Department Technology Chief
(1)

Damian Parsons
Finance and Administration
(12)

Randy Miller
Telecommunication Services
(98)

Larry Ainsworth
Application Development
(87)
GIS
(9)

Bruce Henson
Finance and Administration
(1)
Multi-Media Services
(4)

Joe Sutcliffe
Technology Operations
(60)

Jake Cordova
Core Solutions and Security
(45)

2013-14 ACCOMPLISHMENTS

- Deployed a new enterprise Help Desk solution to facilitate problem resolutions and new service requests.
- Improved performance by 50% by completing an upgrade of the County's mainframe (enterprise server) and successfully tested its disaster recovery capabilities.
- Continuous implementation of server virtualization technologies as well as integrating enterprise level network storage solutions that reduces costs and waste, while improving productivity.
- Implemented an enterprise mobile device management solution that allows the management of County data on County-owned and personal mobile devices.
- Consolidated disparate systems that support telecommunication and radio services to provide service request tracking, billing capabilities, work order processing, equipment programming and inventory and asset tracking.
- Obtained Board approval to upgrade the County's public safety radio and microwave network systems to digital capable over the next seven years.

ADMINISTRATION

COUNTY GOALS AND OBJECTIVES AND DEPARTMENT PERFORMANCE MEASURES

COUNTY GOAL:	OPERATE IN A FISCALLY-RESPONSIBLE AND BUSINESS-LIKE MANNER
Objective(s):	• *Implement information management best-practices that will unify technology platforms and move toward a standardized enterprise approach.*

Department Strategy:	• Unify the County's enterprise telecommunication services by improving telecommunication functionality and supportability. For 2014-15 convert 14% (2,899) of all County telephones to Voice Over Internet Protocol (VOIP) technology. The total project will take approximately seven years to complete.
	• To provide a high availability data center infrastructure to house critical equipment that supports the County's mission.

Measurement	2012-13 Actual	2013-14 Target	2013-14 Actual	2014-15 Target
Complete the current year's task for migration to VOIP technology.	100%	100%	75%	100%
Maintain a 99% scheduled uptime availability.	N/A	N/A	100%	100%

COUNTY GOAL:	MAINTAIN PUBLIC SAFETY
Objective(s):	• *Implement information management best-practices that will unify technology platforms and move toward a standardized enterprise approach.*

Department Strategy:	• To improve public safety by upgrading the County's 800 MHz Public Safety radio system to digitally capable over the next seven years. The workplan for 2014-15 is to upgrade the County's microwave network and prepare subscriber radio fleets to operate digitally.

Measurement	2012-13 Actual	2013-14 Target	2013-14 Actual	2014-15 Target
Complete the current year's task for the 800 MHz system upgrade.	N/A	N/A	N/A	100%

SUMMARY OF BUDGET UNITS

	2014-15					
	Requirements	Sources	Net County Cost	Fund Balance	Net Budget	Staffing
General Fund						
GIS & Multi-Media Services	2,264,212	216,872	2,047,340			13
Total General Fund	2,264,212	216,872	2,047,340			13
Internal Service Funds						
Application Development	13,606,958	13,606,958			0	87
Computer Operations	26,714,144	21,973,042			(4,741,102)	120
Telecommunication Services	29,849,833	28,622,266			(1,227,567)	98
Total Internal Service Funds	70,170,935	64,202,266			(5,968,669)	305
Total - All Funds	72,435,147	64,419,138	2,047,340	0	(5,968,669)	318

5-YEAR REQUIREMENTS TREND

	2010-11	2011-12	2012-13	2013-14	2014-15
GIS & Multi-Media Services*	14,885,831	15,177,361	15,330,964	15,862,805	2,264,212
Application Development	0	0	0	0	13,606,958
Computer Operations	22,238,931	25,124,719	26,613,632	25,715,711	26,714,144
Telecommunication Services	23,004,788	26,175,241	32,342,199	34,539,530	29,849,833
Total	**60,129,550**	**66,477,321**	**74,286,795**	**76,118,046**	**72,435,147**

5-YEAR SOURCES TREND

	2010-11	2011-12	2012-13	2013-14	2014-15
GIS & Multi-Media Services*	7,582,885	8,043,518	7,938,173	13,720,515	216,872
Application Development	0	0	0	0	13,606,958
Computer Operations	21,363,918	19,729,981	22,189,460	24,408,080	21,973,042
Telecommunication Services	26,516,865	21,444,923	28,834,645	31,633,450	28,622,266
Total	**55,463,668**	**49,218,422**	**58,962,278**	**69,762,045**	**64,419,138**

5-YEAR NET COUNTY COST TREND

	2010-11	2011-12	2012-13	2013-14	2014-15
GIS & Multi-Media Services*	7,302,946	7,133,843	7,392,791	2,142,290	2,047,340
Total	**7,302,946**	**7,133,843**	**7,392,791**	**2,142,290**	**2,047,340**

5-YEAR NET BUDGET TREND

	2010-11	2011-12	2012-13	2013-14	2014-15
Application Development		0	0	0	0
Computer Operations	(875,013)	(5,394,738)	(4,424,172)	(1,307,631)	(4,741,102)
Telecommunication Services	3,512,077	(4,730,318)	(3,507,554)	(2,906,080)	(1,227,567)
Total	**2,637,064**	**(10,125,056)**	**(7,931,726)**	**(4,213,711)**	**(5,968,669)**

*In prior years the name of the General Fund budget unit was Application Development. This budget unit has been renamed to reflect the creation of an Internal Service Fund to account for Application Development costs beginning in 2014-15.

Note: Beginning in fiscal year 2012-13, Capital Expenditures have been included and Depreciation has been excluded in Requirements in enterprise and internal service funds for budgetary purposes. In the table above, prior years have been restated for consistency.

ADMINISTRATION

GIS and Multi-Media Services

DESCRIPTION OF MAJOR SERVICES

ISD's Geographical Information System team (GIS) provides products and services to all GIS stakeholders including County Departments and other regional government entities. The County frequently uses GIS aerial imagery to readily respond with accurate information to daily requests and emergency situations as needed. The County's populated areas and landscapes change from year to year resulting in necessary updates to GIS data. This data is collected by aerial photography taken by flyovers of the County.

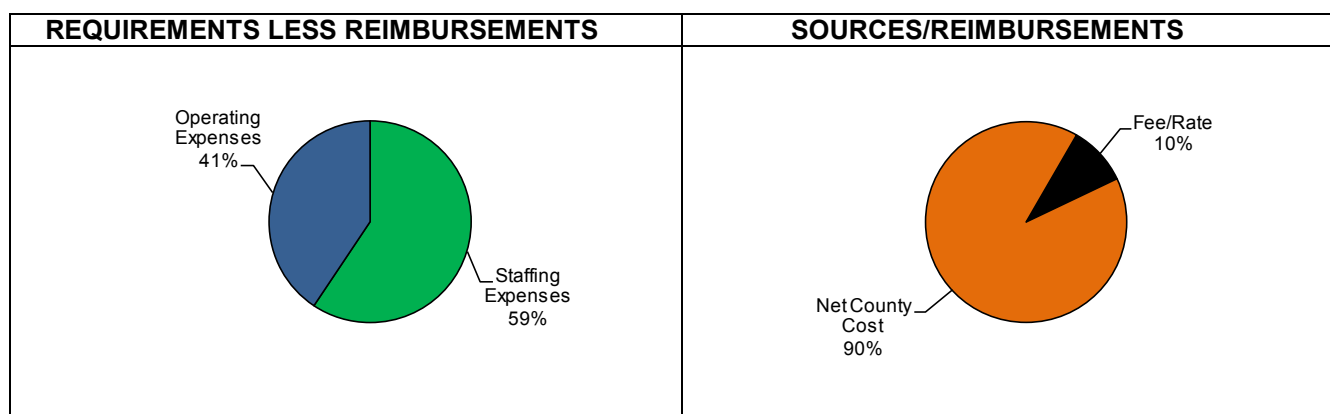| Budget at a Glance	
Requirements Less Reimbursements*	$2,264,212
Sources/Reimbursements	$216,872
Net County Cost	$2,047,340
Total Staff	13
Funded by Net County Cost	90%
*Includes Contingencies	

ISD's Multi Media Services (MMA) provides support to the Clerk of the Board for Board of Supervisor meetings that typically occur on a bi-weekly basis. The division also supports other types of meetings including, but not limited to, Assessment Appeal Hearings, Planning Commission, Board Committee Meetings and other general meetings.

This budget unit formerly included the Application Development Division, which provides maintenance, support and enhancement services for County computer systems. This division is budgeted in a new internal service fund in 2014-15 as the services provided by this group primarily support County departments and recover all costs via a billable hourly programming rate.
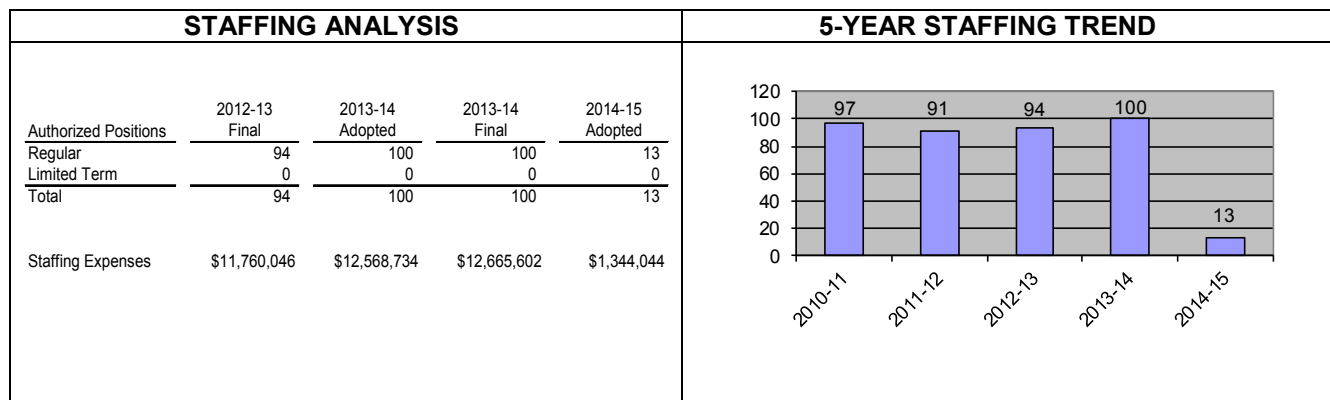
2014-15 ADOPTED BUDGET

REQUIREMENTS LESS REIMBURSEMENTS	SOURCES/REIMBURSEMENTS

Operating Expenses 41%
Staffing Expenses 59%

Fee/Rate 10%
Net County Cost 90%

BUDGETED STAFFING

STAFFING ANALYSIS	5-YEAR STAFFING TREND

Authorized Positions	2012-13 Final	2013-14 Adopted	2013-14 Final	2014-15 Adopted
Regular	94	100	100	13
Limited Term	0	0	0	0
Total	94	100	100	13
Staffing Expenses	$11,760,046	$12,568,734	$12,665,602	$1,344,044

5-YEAR STAFFING TREND

2010-11: 97
2011-12: 91
2012-13: 94
2013-14: 100
2014-15: 13

ANALYSIS OF 2014-15 ADOPTED BUDGET

GROUP: Administration
DEPARTMENT: Information Services
FUND: General

BUDGET UNIT: AAA ISD
FUNCTION: General
ACTIVITY: Other General

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Actual	2013-14 Final Budget	2014-15 Adopted Budget	Change From 2013-14 Final Budget
Requirements							
Staffing Expenses	10,808,719	10,761,155	11,342,860	11,854,023	12,665,602	1,344,044	**(11,321,558)**
Operating Expenses	2,146,621	2,391,989	3,347,472	3,015,090	3,435,459	920,168	**(2,515,291)**
Capital Expenditures	6,856	17,679	16,141	0	0	0	**0**
Contingencies	0	0	0	0	0	0	**0**
Total Exp Authority	12,962,196	13,170,823	14,706,473	14,869,113	16,101,061	2,264,212	**(13,836,849)**
Reimbursements	(108,758)	(98,395)	(24,960)	(24,998)	(238,256)	0	**238,256**
Total Appropriation	12,853,438	13,072,428	14,681,513	14,844,115	15,862,805	2,264,212	**(13,598,593)**
Operating Transfers Out	2,032,392	2,032,392	0	0	0	0	**0**
Total Requirements	14,885,830	15,104,820	14,681,513	14,844,115	15,862,805	2,264,212	**(13,598,593)**
Sources							
Taxes	0	0	0	0	0	0	**0**
Realignment	0	0	0	0	0	0	**0**
State, Fed or Gov't Aid	0	0	0	0	0	0	**0**
Fee/Rate	7,568,019	7,977,209	7,059,395	12,873,763	13,720,515	216,872	**(13,503,643)**
Other Revenue	0	0	125,528	0	0	0	**0**
Total Revenue	7,568,019	7,977,209	7,184,923	12,873,763	13,720,515	216,872	**(13,503,643)**
Operating Transfers In	0	0	0	0	0	0	**0**
Total Sources	7,568,019	7,977,209	7,184,923	12,873,763	13,720,515	216,872	**(13,503,643)**
Net County Cost	7,317,811	7,127,611	7,496,590	1,970,352	2,142,290	2,047,340	**(94,950)**
Budgeted Staffing					100	13	**(87)**

MAJOR EXPENDITURES AND REVENUE IN 2014-15 ADOPTED BUDGET

Staffing expenses account for the majority of requirements in this budget. Computer software and hardware expenditures are also critical for the support of all GIS and MMA work. Internal overhead expenditures support all administrative functions provided to these service units.

GIS revenue consists of fee-based revenue for maps and aerial imagery. These services are provided both for other County departments as well as outside customers. MMA does not receive any outside revenue as this service unit is fully supported by Net County Cost.

BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements and sources are decreasing by $13.5 million as a result of the Application Development division being accounted for in an internal service fund. In prior years, the Application Development division resided in the general fund with GIS and MMA. This results in the transfer of 87 positions to the new internal service fund and a decrease of $11.3 million in staffing expenses in this budget unit.

STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of $1.3 million fund 13 budgeted regular positions. The decrease of 87 positions is a result of the Application Development division being accounted for in an internal service fund beginning in 2014-15.

2014-15 POSITION SUMMARY

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Geographic Information Services	9	0	9	7	2	0	9
Multi Media Services	4	0	4	4	0	0	4
Total	13	0	13	11	2	0	13

ADMINISTRATION

Geographic Information Services

Classification
1 Office Assistant II
1 Geographic Info Systems Tech
2 Geographic Info Systems Tech II
1 GIMS Manager
1 Geographic Info Systems Tech III
1 Programmer III
1 Programmer Analyst III
1 Systems Development Team Leader
9 Total

Multi Media Services

Classification
3 Multimedia Coordinator
1 Multimedia Supervisor
4 Total

Computer Operations

DESCRIPTION OF MAJOR SERVICES

The Computer Operations division provides enterprise data center services and a portion of the County's communications services to County departments on a 24/7 basis. The Division is comprised of three sections: Finance and Administration, Technology Operations and Core Solutions and Security. This budget unit is an internal service fund, which allows for net assets available at fiscal year-end to be carried over to the next fiscal year to be used as working capital or for replacement of fixed assets.
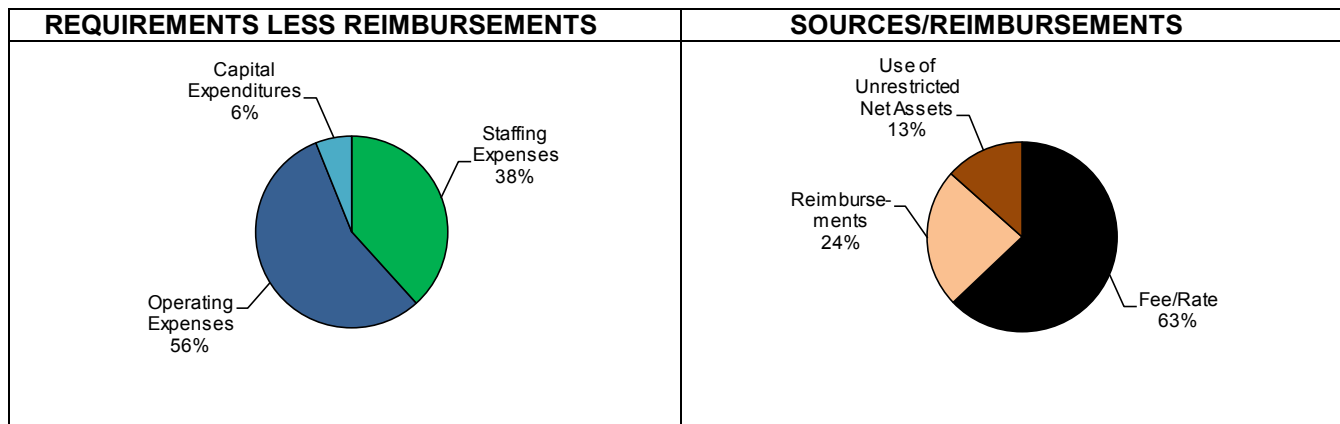
Budget at a Glance

Requirements Less Reimbursements*	$34,991,767
Sources/Reimbursements	$30,250,665
Net Budget	($4,741,102)
Estimated Unrestricted Net Assets	$4,754,434
Use of Unrestricted Net Assets	$4,741,102
Total Staff	120
*Includes Contingencies	

Finance and Administration provides support to the entire Information Services Department for processes related to budget, contract administration, rate/fee development, accounts payable and accounts receivable.

Technology Operations provides for the design, operation, maintenance and administration of the County's Enterprise Data Center which supports the County's enterprise server and includes server management for physical and virtual servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the County.

Core Solutions and Security provides the County with global email, security direction and technology policies and procedures, handles service requests and technical services that support desktop communications and functions across the County, and assists departments in ensuring that their technology and business objectives are achieved.

2014-15 ADOPTED BUDGET

REQUIREMENTS LESS REIMBURSEMENTS	SOURCES/REIMBURSEMENTS

REQUIREMENTS LESS REIMBURSEMENTS pie chart:
- Capital Expenditures 6%
- Staffing Expenses 38%
- Operating Expenses 56%

SOURCES/REIMBURSEMENTS pie chart:
- Use of Unrestricted Net Assets 13%
- Reimbursements 24%
- Fee/Rate 63%

BUDGETED STAFFING

STAFFING ANALYSIS					5-YEAR STAFFING TREND

Authorized Postitions	2012-13 Final	2013-14 Adopted	2013-14 Final	2014-15 Adopted
Regular	122	116	117	120
Limited Term	0	0	0	0
Total	122	116	117	120
Staffing Expenses	$13,144,566	$12,622,716	$13,131,887	$13,386,443

ANALYSIS OF 2014-15 ADOPTED BUDGET

GROUP: Administration
DEPARTMENT: Information Services
FUND: Computer Operations

BUDGET UNIT: IAJ ALL
FUNCTION: General
ACTIVITY: Computer Services

Staffing Expenses	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Actual	2013-14 Final Budget	2014-15 Adopted Budget	Change From 2013-14 Final Budget
Requirements							
Staffing Expenses	12,505,093	12,902,333	12,575,414	13,131,887	13,131,887	13,386,443	**254,556**
Operating Expenses	12,950,863	16,935,909	15,754,173	15,093,589	19,926,578	19,481,324	**(445,254)**
Capital Expenditures	2,611,459	2,881,538	1,992,759	2,280,292	2,685,987	2,124,000	**(561,987)**
Contingencies	0	0	0	0	0	0	**0**
Total Exp Authority	28,067,415	32,719,780	30,322,346	30,505,768	35,744,452	34,991,767	**(752,685)**
Reimbursements	(7,884,019)	(9,355,319)	(9,906,552)	(7,885,881)	(10,028,741)	(8,277,623)	**1,751,118**
Total Appropriation	20,183,396	23,364,461	20,415,794	22,619,887	25,715,711	26,714,144	**998,433**
Operating Transfers Out	506,471	1,017,913	584,079	(214,539)	0	0	**0**
Total Requirements	20,689,867	24,382,374	20,999,873	22,405,348	25,715,711	26,714,144	**998,433**
Sources							
Taxes	0	0	0	0	0	0	**0**
Realignment	0	0	0	0	0	0	**0**
State, Fed or Gov't Aid	0	0	0	0	0	0	**0**
Fee/Rate	21,363,918	20,701,019	19,077,053	21,401,742	22,256,172	21,973,042	**(283,130)**
Other Revenue	0	0	82,711	30,753	1,651,908	0	**(1,651,908)**
Total Revenue	21,363,918	20,701,019	19,159,764	21,432,495	23,908,080	21,973,042	**(1,935,038)**
Operating Transfers In	0	0	133,300	0	500,000	0	**(500,000)**
Total Sources	21,363,918	20,701,019	19,293,064	21,432,495	24,408,080	21,973,042	**(2,435,038)**
Net Budget*	674,051	(3,681,355)	(1,706,809)	(972,853)	(1,307,631)	(4,741,102)	**(3,433,471)**
Budgeted Staffing					117	120	**3**

*Net Budget reflects Total Sources less Total Requirements for Internal Service and Enterprise funds. When Net Budget is negative, it means that the department will be using assets that have been carried over from the prior year.

MAJOR EXPENDITURES AND REVENUE IN 2014-15 ADOPTED BUDGET

Staffing expenses of $13.4 million is a main component of the expenditures in this budget unit. These expenses are necessary in order to provide support for the County's mainframe and servers, and technical services that support County departments' communications services.

Operating expenses of $19.5 million include but are not limited to, computer software costs, application development support and maintenance charges, and equipment maintenance.

Capital expenditures of $2.1 million include equipment and software purchases. Equipment purchases of $2.0 million represent $1.0 million for regular equipment replacement, $600,000 for the additional CPU memory

required as a result of moving the FileNet system for document management to the enterprise server, and $400,000 for emergency purchases.

Reimbursements of $8.3 million represent internal administrative allocations, intra-fund revenues, and reimbursements from Risk Management to fund 2 positions.

Sources of $22.0 million are comprised of central computer revenues and other information technology services revenue.

BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are increasing by $1.0 million primarily due to a decrease in reimbursements of $1.8 million as the result of a reduction in COWCAP charges allocated to all ISD budget units, the elimination of storage growth reimbursement from County departments, and the internal administrative services and supplies cost allocation.

Sources are decreasing by $2.4 million due to the elimination of $1.7 million in budgeted revenue attributable to prior years that funded Capital Improvement Projects to repair and maintain the data center infrastructure and elevator refurbishment. Other reductions include decreased revenues for desktop support and hourly support services due to a lower demand for services.   SharePoint and Virtual desktop service offerings and associated revenues are now being provided as part of Infrastructure services and revenues have been shifted accordingly.

STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of $13.4 million fund 120 budgeted regular positions and are increasing by $254,556 as a result of the transfer in of 2 positions from Risk Management to Computer Operations as part of the overall effort to consolidate information technology services and the internal transfer of 2 positions from the Telecommunication Services due to a shift in workload. In addition, retirement costs have increased. These increases are being offset by the deletion of 1 Automated Systems Technician position due to the decreased demand for service for this classification.

2014-15 POSITION SUMMARY

Division	Regular	Limited Term	Total		Filled	Vacant	New	Total
Enterprise Processing	21	0	21		20	0	1	21
Central Imaging	11	0	11		11	0	0	11
Finance and Administration	15	0	15		15	0	0	15
EMACS Support	1	0	1		1	0	0	1
Enterprise Printing	7	0	7		7	0	0	7
Server Management	20	0	20		18	0	2	20
Core Solutions and Security	45	0	45		44	0	1	45
Total	120	0	120		116	0	4	120

Enterprise Processing

Classification
- 1 Automated Systems Analyst
- 1 Computer Facilities Specialist
- 3 Computer Operations Specialist
- 1 Computer Operations Supervisor
- 5 Computer Operator III
- 1 Office Asst II
- 1 Office Asst III
- 2 Production Control Supervisor
- 5 Systems Support Analyst III
- 1 Systems Support Division Chief
- 21 Total

Central Imaging

Classification
- 1 Microfilm Technician III
- 3 Office Assistant II
- 1 Office Assistant IV
- 1 Photographic Laboratory Technician
- 2 Programmer Analyst III
- 1 Systems Devleopment Team Leader
- 2 Systems Support Analyst III
- 11 Total

Finance and Administration

Classification
- 1 Accounting Technician
- 1 Administrative Supervisor
- 1 Chief Information Officer
- 1 Department Technology Chief
- 1 Executive Secretary
- 2 Fiscal Assistant
- 1 Fiscal Specialist
- 1 Info Services Finance Officer
- 1 Officer Assistant II
- 1 Secretary I
- 2 Staff Analyst II
- 1 Supervising Accountant
- 1 Systems Development Division Chief
- 15 Total

EMACS Support

Classification
- 1 Systems Support Analyst III
- 1 Total

Enterprise Printing

Classification
- 1 Computer Operations Specialist
- 1 Computer Operator II
- 3 Computer Operator III
- 1 Office Assistant II
- 1 Office Assistant III
- 7 Total

Server Management

Classification
- 2 Computer Operations Specialist
- 1 IT Technical Assistant II
- 15 Systems Support Analyst III
- 2 Systems Support Supervisor
- 20 Total

Core Solutions and Security

Classification
- 3 Applications Specialist
- 9 Automated Systems Analyst I
- 2 Automated Systems Analyst II
- 3 Automated Systems Technician
- 2 Business Application Manager
- 1 Business Systems Analyst II
- 1 Business Systems Analyst III
- 1 Fiscal Specialist
- 5 Help Desk Technician II
- 1 Information Services Division Chief
- 1 Information Services Security Officer
- 1 Office Assistant III
- 1 Product Management Supervisor
- 2 Product Specialist
- 1 Supervising Auto Systems Analyst II
- 3 Systems Support Analyst II
- 5 Systems Support Analyst III
- 1 Systems Support Supervisor
- 1 Technology Helpdesk Supervisor
- 1 Teleprocessing Specialist
- 45 Total

Telecommunication Services
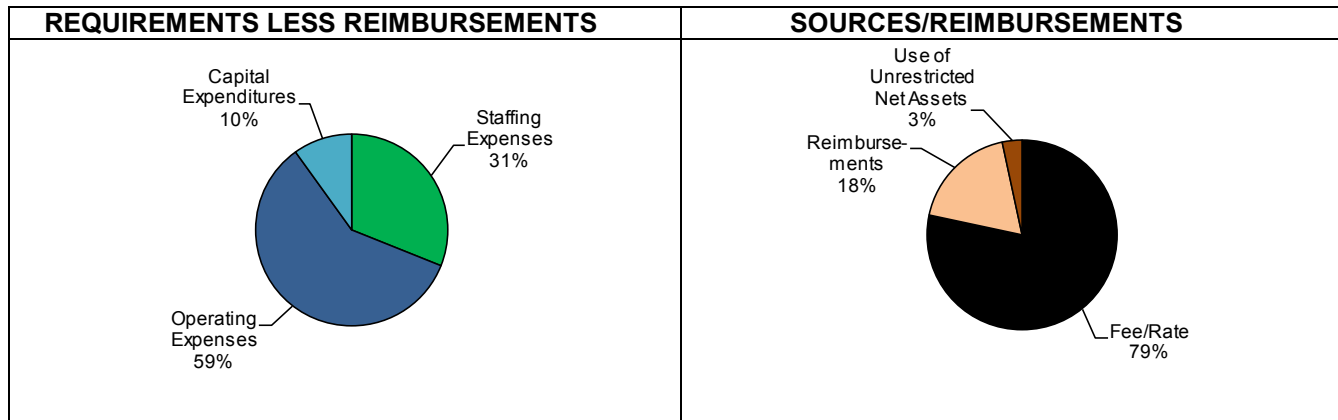
DESCRIPTION OF MAJOR SERVICES

The Telecommunication Services division provides for the design, operation, maintenance and administration of the largest county-operated telecommunications phone network in the country; the County's Regional Public Safety Radio System that integrates all Countywide sheriff, police and fire emergency radio dispatch capabilities; the paging system; and the Wide Area Network (WAN) that securely joins County users together for the efficient use of technology. The Telecommunication Services Division manages the Countywide microwave system that provides transport capabilities for each of the individual systems listed above.
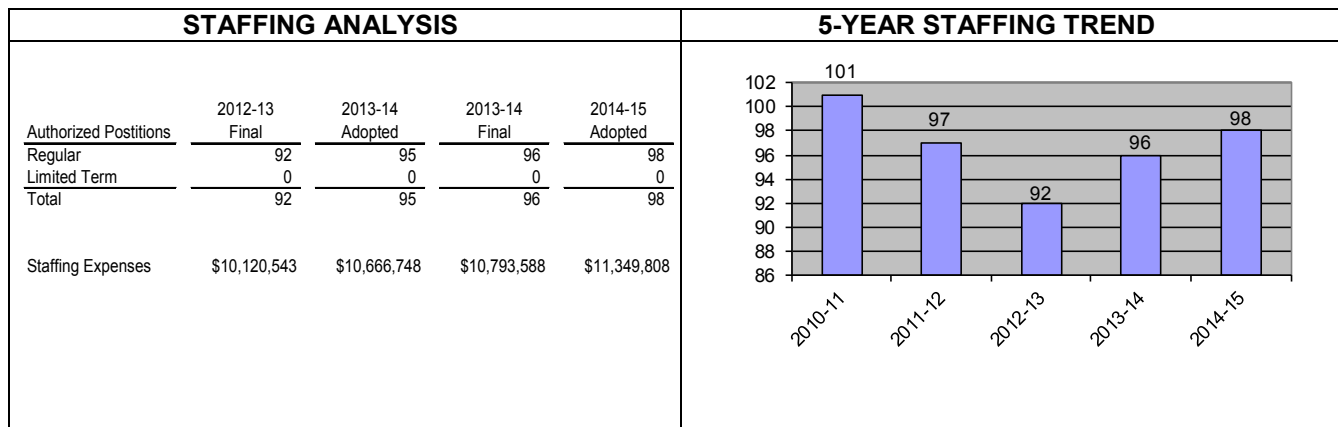
Budget at a Glance	
Requirements Less Reimbursements*	$36,524,809
Sources/Reimbursements	$35,297,242
Net Budget	($1,227,567)
Estimated Unrestricted Net Assets	$14,715,719
Use of Unrestricted Net Assets	$1,227,567
Total Staff	98
*Includes Contingencies	

The County's Regional Public Safety Radio System is in the process of being upgraded. Ongoing discretionary general funding of $20.0 million continues to be allocated for the 800 MHz Upgrade Project to address the aging public safety radio system. The revised estimated cost of the project is $158.2 million. $64.0 million has been funded to date and an additional $20.0 million is funded in 2014-15. Approximately $5.0 million has been expended, including infrastructure to support the upgrade at the High Desert Government Center Public Safety Operations Center and a consultant contract with Motorola to assist in the planning and implementation of the system upgrade.

2014-15 ADOPTED BUDGET

REQUIREMENTS LESS REIMBURSEMENTS

Capital Expenditures 10%
Staffing Expenses 31%
Operating Expenses 59%

SOURCES/REIMBURSEMENTS

Use of Unrestricted Net Assets 3%
Reimbursements 18%
Fee/Rate 79%

BUDGETED STAFFING

STAFFING ANALYSIS

Authorized Positions	2012-13 Final	2013-14 Adopted	2013-14 Final	2014-15 Adopted
Regular	92	95	96	98
Limited Term	0	0	0	0
Total	92	95	96	98
Staffing Expenses	$10,120,543	$10,666,748	$10,793,588	$11,349,808

5-YEAR STAFFING TREND

Year	Staff
2010-11	101
2011-12	97
2012-13	92
2013-14	96
2014-15	98

ADMINISTRATION

ANALYSIS OF 2014-15 ADOPTED BUDGET

GROUP: Administration					**BUDGET UNIT:** IAM ISD		
DEPARTMENT: Information Services					**FUNCTION:** General		
FUND: Telecommunication Services					**ACTIVITY:** Telephone and Radio Services		

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Actual	2013-14 Final Budget	2014-15 Adopted Budget	Change From 2013-14 Final Budget
Requirements							
Staffing Expenses	9,029,473	9,359,269	9,566,422	9,783,573	10,793,588	11,349,808	**556,220**
Operating Expenses	16,156,961	17,628,456	18,582,267	21,593,329	24,046,562	21,550,001	**(2,496,561)**
Capital Expenditures	1,490,297	3,458,037	3,778,000	2,716,351	6,113,500	3,625,000	**(2,488,500)**
Contingencies	0	0	0	0	0	0	**0**
Total Exp Authority	26,676,731	30,445,762	31,926,689	34,093,253	40,953,650	36,524,809	**(4,428,841)**
Reimbursements	(4,887,323)	(5,417,235)	(5,813,558)	(5,877,488)	(6,414,120)	(6,674,976)	**(260,856)**
Total Appropriation	21,789,408	25,028,527	26,113,131	28,215,765	34,539,530	29,849,833	**(4,689,697)**
Operating Transfers Out	45,327	1,028,498	205,948	0	0	0	**0**
Total Requirements	21,834,735	26,057,025	26,319,079	28,215,765	34,539,530	29,849,833	**(4,689,697)**
Sources							
Taxes	0	0	0	0	0	0	**0**
Realignment	0	0	0	0	0	0	**0**
State, Fed or Gov't Aid	(1)	196,774	0	0	0	0	**0**
Fee/Rate	24,433,912	22,978,092	25,699,407	25,919,917	28,540,708	28,622,266	**81,558**
Other Revenue	62,627	(17,628)	351,500	94,531	3,092,742	0	**(3,092,742)**
Total Revenue	24,496,538	23,157,238	26,050,907	26,014,448	31,633,450	28,622,266	**(3,011,184)**
Operating Transfers In	2,032,392	2,032,392	0	0	0	0	**0**
Total Sources	26,528,930	25,189,630	26,050,907	26,014,448	31,633,450	28,622,266	**(3,011,184)**
Net Budget*	4,694,195	(867,395)	(268,172)	(2,201,317)	(2,906,080)	(1,227,567)	**1,678,513**
Budgeted Staffing					96	98	**2**

*Net Budget reflects Total Sources less Total Requirements for Internal Service and Enterprise funds. When Net Budget is negative, it means that the department will be using assets that have been carried over from the prior year.

MAJOR EXPENDITURES AND REVENUE IN 2014-15 ADOPTED BUDGET

Staffing expenses of $11.3 million fund positions that are responsible for the maintenance and administration of the County's phone network, radio system, paging system, the Wide Area Network and the Countywide microwave system. Operating expenses of $21.6 million fund telephone, and radio systems, WAN, and other communications related costs.

Capital expenditures of $3.6 million fund the following:
- $600,000 for radio system upgrades and enhancements,
- $400,000 for Voice Over Internet Protocol (VOIP) hardware,
- $200,000 for Pinnacle software modules,
- $100,000 for microwave test equipment,
- $300,000 for additional disaster recovery site equipment, and
- $2.0 million for hardware replacement and upgrades

Sources of $28.6 million include the revenue from the many services the department provides. Two primary services are the telephone and radio systems, which support a multitude of internal and external customers. This revenue funds mission critical services to public safety in pursuit of the County's overall goals and objectives. In 2014-15, revenue will be used to fund infrastructure enhancements and upgrades to the telephone system, and maintenance and support of the existing radio system as well as software to administer these respective systems to ensure efficient operations.

BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are decreasing by $4.7 million due to the purchase of three years of SMARTnet wide area network maintenance and support for ISD and other County departments in 2013-14 and due to the transfer of the radio system coverage project to the Capital Improvement Program budget. Purchasing three years of SMARTnet services allowed the County to receive a significant discount from the vendor.

Sources are decreasing by $3.0 million primarily as a result of a reduction in the use of revenue attributable to prior years that was budgeted in 2013-14 to purchase three years of SMARTnet services wide area network maintenance and support for ISD and other County departments. Other decreases in sources include a reduction in radio service related revenues due to corrections in billable units for County departments. These decreases are offset by increases for telephone services and data and cabling revenues due to increases in service demand.

STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of $11.3 million fund 98 budgeted regular positions. In 2014-15 the department added 4 positions as a result of workload requirements: 1 Communications Technician III, 1 Business Systems Analyst III, 1 IT Technical Assistant II, and 1 Office Assistant III. The Business Systems Analyst III will manage the new operational support systems for telephone and radio services and the Communication Technician III will function as a lead on large projects for County departments.

These additions are offset by 2 positions transferred out of the Telecommunication Services division to other ISD funds as the result of new assignments: 1 Office Assistant II and 1 Product Specialist.

2014-15 POSITION SUMMARY

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Data and Cabling	15	0	15	13	1	1	15
Management Services	6	0	6	5	0	1	6
Transport Operations	8	0	8	7	1	0	8
Radio Access	18	0	18	16	0	2	18
Radio Subscriber Maintenance	4	0	4	4	0	0	4
Time and Materials	4	0	4	3	1	0	4
Telephone Operations	29	0	29	27	2	0	29
Wide Area Network	8	0	8	7	1	0	8
Warehouse Operations	6	0	6	6	0	0	6
Total	98	0	98	88	6	4	98

ADMINISTRATION

Data and Cabling

Classification
1	Supv Communication Technician
3	Communication Technician III
2	Communication Technician II
4	Communication Technican I
5	Communication Installer
15	Total

Management Services

Classification
1	Network Services Division Chief
2	Deputy Chief of Network Services
1	Staff Analyst II
1	IT Technical Assistant II
1	Business Systems Analyst III
6	Total

Transport Operations

Classification
1	Network Services Supervisor
2	Network Analyst
1	Supv Communication Technician
2	Communication Technician III
2	Communication Technician II
8	Total

Radio Access

Classification
2	Special Projects Leader
6	800 Megahertz Analyst
1	Network Analyst
1	Telecommunications Engineer II
1	Communication Technician III
1	Communication Technician II
1	Communication Technician I
1	Communication Installer
1	Supvg Comm Technician
1	IT Technical Assistant II
2	Office Assistant III
18	Total

Radio Subscriber Maintenance

Classification
1	Network Services Supervisor
1	800 Megahertz Analyst
1	Communication Technician III
1	Communication Technician II
4	Total

Time and Materials

Classification
3	Communication Technican I
1	Communication Installer
4	Total

Telephone Operations

Classification
1	Network Services Supervisor
2	Special Projects Leader
3	Network Analyst
2	Supv Communication Technician
2	Telecommunications Engineer
4	Communication Technician III
2	Communicaiton Technician II
6	Telephone Service Specialist
1	System Support Analyst III
1	Supervising Office Assistant
4	Office Assitant II
1	Communication Technician I
29	Total

Wide Area Network

Classification
1	Network Services Supervisor
6	System Support Analyst III
1	Business Systems Analyst II
8	Total

Warehouse Operations

Classification
1	Equipment Parts Specialist I
2	Equipment Parts Specialist II
1	Equipment Parts Supervisor
2	Storekeeper
6	Total

Application Development
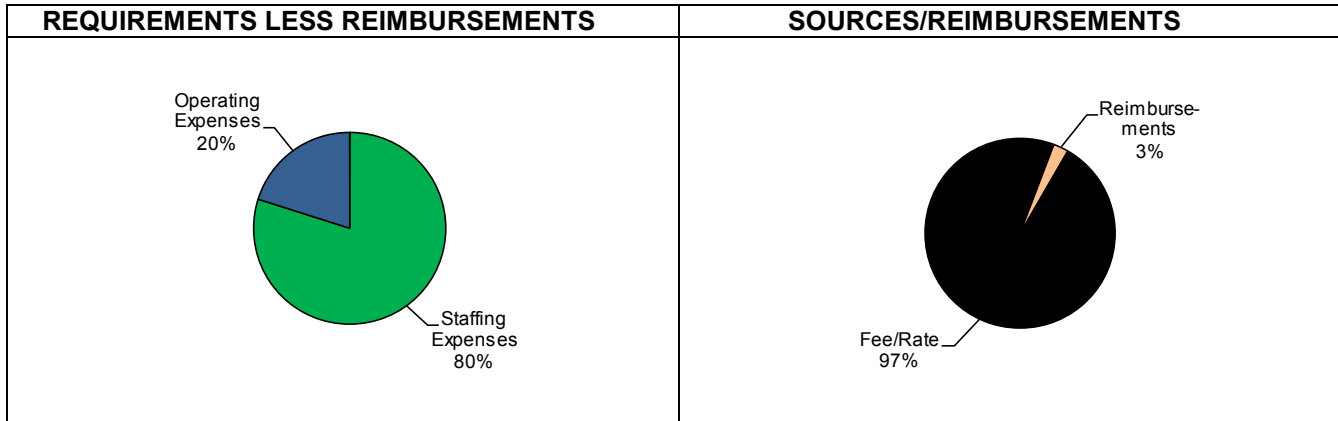
DESCRIPTION OF MAJOR SERVICES

The Application Development division provides support for County departments as they develop, enhance and maintain business applications on a variety of hardware and software platforms. These applications include the County's enterprise accounting, payroll, budget, personnel, document imaging, public web sites, and many other business line systems. ISD consults with departments to identify cost effective ways of conducting business and often provides business process reviews, cost analysis, and overall recommendations in the acquisition and integration of new systems.
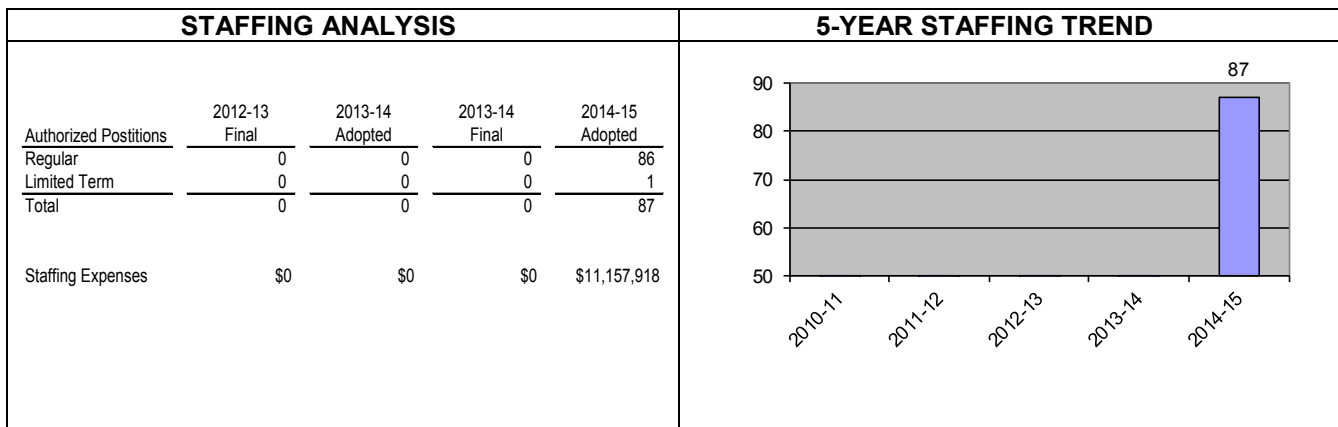
Budget at a Glance	
Requirements Less Reimbursements*	$13,962,204
Sources/Reimbursements	$13,962,204
Net Budget	$0
Estimated Unrestricted Net Assets	$0
Use of Unrestricted Net Assets	$0
Total Staff	87
*Includes Contingencies	

This budget unit (previously AAA ISD ADD) was traditionally funded by Net County Cost. In 2013-14 the Net County Cost allocation was replaced with revenue from charges for Application Development maintenance and support. This division is budgeted in a new internal service fund in 2014-15 as this group primarily provides services to County departments and recovers all costs via a billable hourly programming rate.

2014-15 ADOPTED BUDGET

REQUIREMENTS LESS REIMBURSEMENTS

Operating Expenses 20%
Staffing Expenses 80%

SOURCES/REIMBURSEMENTS

Reimbursements 3%
Fee/Rate 97%

BUDGETED STAFFING

STAFFING ANALYSIS

Authorized Postitions	2012-13 Final	2013-14 Adopted	2013-14 Final	2014-15 Adopted
Regular	0	0	0	86
Limited Term	0	0	0	1
Total	0	0	0	87
Staffing Expenses	$0	$0	$0	$11,157,918

5-YEAR STAFFING TREND

ADMINISTRATION

ANALYSIS OF 2014-15 ADOPTED BUDGET

GROUP: **Administration**
DEPARTMENT: **Information Services**
FUND: **Application Development**

BUDGET UNIT: **IPD ISD**
FUNCTION: **General**
ACTIVITY: **Application Development/Support**

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Actual	2013-14 Final Budget	2014-15 Adopted Budget	Change From 2013-14 Final Budget
Requirements							
Staffing Expenses	0	0	0	0	0	11,157,918	**11,157,918**
Operating Expenses	0	0	0	0	0	2,804,286	**2,804,286**
Capital Expenditures	0	0	0	0	0	0	**0**
Contingencies	0	0	0	0	0	0	**0**
Total Exp Authority	0	0	0	0	0	13,962,204	**13,962,204**
Reimbursements	0	0	0	0	0	(355,246)	**(355,246)**
Total Appropriation	0	0	0	0	0	13,606,958	**13,606,958**
Operating Transfers Out	0	0	0	0	0	0	**0**
Total Requirements	0	0	0	0	0	13,606,958	**13,606,958**
Sources							
Taxes	0	0	0	0	0	0	**0**
Realignment	0	0	0	0	0	0	**0**
State, Fed or Gov't Aid	0	0	0	0	0	0	**0**
Fee/Rate	0	0	0	0	0	13,606,958	**13,606,958**
Other Revenue	0	0	0	0	0	0	**0**
Total Revenue	0	0	0	0	0	13,606,958	**13,606,958**
Operating Transfers In	0	0	0	0	0	0	**0**
Total Sources	0	0	0	0	0	13,606,958	**13,606,958**
Net Budget*	0	0	0	0	0	0	**0**
Budgeted Staffing					0	87	**87**

*Net Budget reflects Total Sources less Total Requirements for Internal Service and Enterprise funds. When Net Budget is negative, it means that the department will be using assets that have been carried over from the prior year.

MAJOR EXPENDITURES AND REVENUE IN 2014-15 ADOPTED BUDGET

Staffing expenses of $11.2 million account for the majority of requirements in this budget unit. The staff supports business systems and applications. Computer software and hardware expenditures are essential for the provision of application development services. Internal overhead expenditures are necessary for the support of all administrative functions provided to these divisions.

Application Development revenue is received for maintenance and enhancement of computer applications and systems for County departments and external customers.

BUDGET CHANGES AND OPERATIONAL IMPACT

The Application Development division was previously part of ISD's general fund budget unit (AAA ISD ADD). In 2014-15, Application Development will be moved to an internal service fund (ISF) (IPD ISD ADD). Beginning in 2013-14, the Net County Cost that funded the application development services was allocated to the budgets of locally funded County departments who were then billed by ISD for application development services rendered. As a result, this division is being transitioned to an internal service fund. The department is requesting approval to loan the new internal service fund an amount not to exceed $2.3 million from the retained earnings of the ISD Telecommunication Services fund (IAM ISD) to cover operating expenses. This amount represents two months of operating expenses and is to be repaid in full including interest in three years, by June 30, 2017, through any budgetary savings or revenues realized that exceed budget.

Staffing expenses for the ISF are increasing by $11.2 million primarily as a result of the application development services being accounted for in this new fund as mentioned above and for salary step advancements and retirement increases for existing staff. These increases are offset by a decrease of $162,304 due to a reduction in MOU costs as well as indemnification costs. The 87 positions from the Application Development general fund (AAA ISD ADD) have been transferred to the new internal service fund (IPD ISD ADD).

Operating expenses are increasing by $2.8 million as a result of expenses moving to the new internal service fund. Of this increase, $64,980 is due to an increase in central services costs, mainly in computer operations costs, as well as an increase in travel for technical training. These increases are offset by reductions in services and supplies, as well as a decrease in transfers for internal overhead cost allocations.

Reimbursements reflect an increase of $355,246 as a result of the new fund. Of this increase, $116,990 is due to internal cost allocations for division overhead expenses. The reimbursement from Behavioral Health to fund 2 programmer positions remains unchanged.

Sources reflect an increase of $13.6 million as a result of the new fund. This includes an increase of $103,315 due to an increase in the hourly labor rate.

STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of $11.2 million fund 87 budgeted positions of which 86 are regular positions and 1 is a limited term position for EMACS support. There are no new positions for 2014-15.

2014-15 POSITION SUMMARY

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Application Development	86	1	87	77	10	0	87
Total	86	1	87	77	10	0	87

Application Development

Classification
4	Business Systems Analyst
1	Office Assistant II
1	Programmer II
19	Programmer III
49	Programmer Analyst III
1	Secretary I
7	Systems Development Team Leader
1	Systems Development Division Chief
3	IT Technical Assistant II
1	Contract Systems Development Team Leader
87	Total